

The University of Manchester

Job Description

Job title:	Imaging Assistant
Reports to:	Imaging Manager
Organisation unit:	University of Manchester Library: Curatorial Practices
Date:	January 2021
HERA:	MAPPS-UML-CP-DC-J (306, Grade 4)

Overall purpose of the job:

- To play a key role in the operation of the University of Manchester Library's Imaging Service for Special Collections (archives, manuscripts, rare books, maps and visual collections), dealing with and responding to enquiries from customers internal and external to the University. You will take an audience-focused approach in dealing with a wide range of imaging enquiries from many different customers, and you will deliver excellent customer service
- To negotiate with customers (including commercial customers, academic experts and general public audiences) to determine their exact and often complex imaging requirements; interrogate the Library's catalogues and discovery systems to identify relevant special collections material for imaging; retrieve the material and assess its suitability for imaging; and collaborate with photographers and curators to ensure that requests are dealt with promptly and efficiently in line with image service policies and procedures. You will also liaise with metadata assistants over the creation of metadata. You will maintain accurate records of the imaging service and provide regular reports
- To process all requests for sales invoices and online store payments, liaising with external and internal customers. You will provide efficient, accurate and reliable support to the Library Administration team in the processing of financial transactions and related services to the Library
- To liaise with the University's Finance Directorate, Library colleagues and others regarding the processing of financial transactions, invoicing and related matters

Key responsibilities:

- To contribute to an environment that values and celebrates the diverse nature of the University of Manchester's population and to take positive steps to achieve equality in the workplace and to both meet and exceed our obligations under equality legislation

- To co-ordinate the operation of the University of Manchester Library's Imaging Service for Special Collections, responding to all enquiries for imaging in a timely and professional manner, corresponding with and advising customers, and interrogating the Library's catalogues and discovery systems to identify relevant material for imaging; such enquiries are often complex and require tactful negotiation in order to determine the customer's exact requirements
- To agree and place orders for imaging, working with curators, photographers, cataloguers and conservators to ensure that requests can be fulfilled and within agreed timescales
- To identify, retrieve and assess the suitability of items for photography, liaising with curators, photographers and collection care where required, and handling items (which are often fragile and immensely valuable) in an appropriate, sensitive manner at all times
- To process requests for payments via the online store and all requests for sales invoices for imaging and other services within the Library
- To handle permission requests to publish Library images, liaising with curators where required, applying the Library's policies with tact and discretion
- To collect, record and report statistics and other management information
- To contribute to reviews of imaging service workflows, policies and procedures, and to proactively suggest improvements to service delivery
- To have an understanding of, and to comply with, the Copyright, Designs and Patents Act (1988), General Data Protection Regulation (2018), Data Protection Act (2018), the Freedom of Information Act (2000), PSI Re-use Regulations (2015), University Financial Regulations and other legislation relating to the operation of the imaging service
- To ensure practices and procedures maintain confidentiality in line with legal requirements and University Policy
- To maintain an up to date knowledge of relevant Library systems, e.g. LUNA, EMU, Preservica, ALMA in order to locate material, and to check and update records
- To assist in the promotion of the imaging service, with the Strategic Marketing team, e.g. by maintaining the currency of the imaging service web pages
- To use financial and library management systems and the online store
- To assist with requests for filming and premises hire, liaising with the Engagement team
- To be flexible in relation to hours of work as may be reasonably requested from time to time. To plan annual leave avoiding month end and Financial Year End, in agreement with line manager
- To take an active approach to continuing professional development
- To be responsible for compliance with and the embedding of University policies, procedures and requirements - in particular those relating to health and safety; equality, diversity and inclusion; and information governance
- Such other duties as may reasonably be associated with the grade and a role of this nature
- To work at any Library site as required
- To be flexible in relation to hours of work as may be reasonably requested from time to time
- To wear supplied Library branded clothing during defined promotional activities and special events
- To understand the specific context within which the role operates and how it relates to the wider University goals and business processes, in order to facilitate informed decision making
- To ensure the working environment reflects the University's and Library's values

Person Specification:

Essential knowledge, skills and experience:

- Be educated to GCSE standard (or equivalent qualification) or appropriate equivalent experience
- Excellent organisational skills and attention to detail, including the ability to interrogate and interpret complex catalogues and discovery systems
- Excellent financial understanding and the proven ability to maintain accurate records
- Sound understanding of copyright, data protection and IPR issues
- Excellent IT skills, including experience of using office software such as MS-Word, Excel, internet and email applications, Customer Relationship Management (CRM) systems, Digital Asset Management Systems (DAMS) and a range of library catalogue systems
- Excellent interpersonal, oral and written communication skills
- Excellent time-management skills and the ability to meet competing deadlines
- The ability to work individually and as part of a team, and to work well under pressure
- Ability to adapt to change successfully
- Ability to perform the physical tasks associated with the role
- Good understanding of digital imaging processes and services
- Awareness of the requirements of creating, maintaining and managing special collections, including conservation and security.
- Ability to implement a good level of numeracy both accurately and efficiently
- Ability to absorb and adhere to the University's financial regulations

Desirable skills, knowledge and experience:

- Experience of working in a library
- Previous experience of handling special collections material
- Knowledge of collection care issues
- Understanding of digital preservation issues